

Starting a Session

Once you have received your user ID and proper authorization, you are able to enter the FHA Connection. (For more information on user IDs, see Registering a User.)

1. Access the FHA Connection home page (see Accessing the FHA Connection Home Page).

2. On the FHA Connection home page, click [Sign on](#).
A sign on window appears and requests your FHA user ID and password.

3. Enter your FHA user ID in the **User Name** field and six-character password in the **Password** field. For security reasons, asterisks display in the Password field as you type your password.

If you are signing on to the FHA Connection for the first time, use the password you provided on your Standard User Registration or Application Coordinator Registration form.

See FHA Connection Password below.

4. Click . The FHA Connection menu page appears.
5. Select [Single Family FHA](#). The Single Family FHA menu page appears.

To end a session and sign off the FHA Connection, close your Internet browser.

Sign on Window



FHA Connection Password

- A**n FHA Connection password:
- Must be exactly six characters in length.
 - May include numbers, letters, or the following special characters: "_" or "-".
 - Must contain at least one number.
 - May consist entirely of numbers.
 - Is case sensitive. Therefore, when signing on to the FHA Connection the password must be entered using the appropriate case.

- Must be changed every 21 days. If it is not changed within 21 days, you will be required to change your password when signing on to the FHA Connection.

If you forget your password, contact the Application Coordinator at your organization to have the password reset. Your local HUD Homeownership Center (HOC) can also provide assistance in resetting the password. Your password is always reset to the last six digits of your Social Security Number. After it is reset, change the password to one of your choosing that is consistent with password requirements (see Changing Your Password).

FHA Connection Lock Out: If an incorrect password is entered after three consecutive sign on attempts, you will be locked out of the FHA Connection. If it has not been 21 days since your password was changed, the lock out ends after one hour. You can sign on again with the correct password after that time. If you do not remember your password or do not wish to wait for the lock out to end, contact the Application Coordinator at your organization to

have the password reset or contact your local HOC. This removes the lock immediately and allows you to sign on to the FHA Connection using the last six digits of your Social Security Number as your password.

Changing Your Password

Passwords must be changed every 21 days. To change your password:

1. Click [\[ID Maintenance\]](#) at the bottom of the page. The ID Maintenance menu page appears.

✍ The ID Maintenance link is available on the following pages: FHA Connection menu, Single Family FHA menu, and Multifamily FHA menu.

2. Click [Password Change](#). The FHA Connection Password Change page appears.
3. Enter a unique password in the **New Password** field.
4. Reenter your new password in the **Re-enter Password for Verification** field and click .

Problems Starting a Session

If you are unable to start an FHA Connection session, some of the problems and actions to take are listed below. The Frequently Asked Questions page also provides information for sign on problems. It is accessed by clicking [Frequently Asked Questions](#) on the FHA Connection home page (without signing on).

Problem	Action
You submitted an Application Coordinator Registration form, but have not received a notification letter containing your FHA Connection user ID.	Check the CEO mailing address listed for your lending institution. The address on record with HUD may be incorrect. See Verifying the CEO Address.
You submitted a Standard User Registration form, but have not received an FHA Connection user ID.	Contact your Application Coordinator or HOC. See Obtaining Application Coordinator Information below.
You forgot your FHA Connection user ID or password.	Contact your Application Coordinator or HOC.
You are locked out of the FHA Connection.	See the FHA Connection Lock Out section of FHA Connection Password above.

Obtaining Application Coordinator Information

To obtain the name and phone number of your Application Coordinator(s):

1. Once signed on to the FHA Connection (see [Starting a Session](#)), click [\[ID Maintenance\]](#) at the bottom of the page. The ID Maintenance menu page appears.
2. Select [Coordinators](#). The FHA Connection Coordinator List appears, providing the name and phone number of the Application Coordinator(s) associated with the User ID that is currently signed on to the FHA Connection.

<i>FHA Connection Coordinator List</i>									
<table> <tr> <th colspan="2">TITLE II Coordinators</th></tr> <tr> <th>Coordinator Name</th><th>Phone Number</th></tr> <tr> <td>GERTRUDE T DREDSKE</td><td>(210) 543-6701</td></tr> <tr> <td>FORREST GLEN</td><td>(210) 543-6705</td></tr> </table>		TITLE II Coordinators		Coordinator Name	Phone Number	GERTRUDE T DREDSKE	(210) 543-6701	FORREST GLEN	(210) 543-6705
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